

Lockheed Martin launches online request for service

On Nov. 1, Lockheed Martin Information Technology launched an online service request system. This system meets short-turnaround and smaller information technology needs through P-Card payment. It is designed to handle discrete tasks with low-dollar cost (within P-Card limits). Lockheed Martin performs these tasks on time-and-materials or fixed-price bases.

This system is an enhancement to a pilot started in February. Lockheed Martin then made enhancements based on input from customers before the final version was put into production last month.

Lockheed Martin handles most services through task orders. Task orders involve a customer's written request for service, formal technical and cost response, customer acceptance, and monthly billing until the work is completed. This process is necessary for projects and larger scopes of work, but not effective for small tasks. With the on-demand capabilities of the Web and P-Card payment, customers can request more services online.

After the customer receives a log number from his or her P-Card holder and submits a request with the new system, Lockheed Martin contacts the customer shortly thereafter to reach agreement on the workscope, cost and schedule. Services are then accomplished in the same manner as with other services.

The request is closed and the customer is billed through existing P-Card processes when the work is completed and accepted by the customer. The system provides customers with task information from start to finish, both online and via e-mail.

The system is located on the LMIT IRMS customer-service Web page at <http://www.rl.gov/irms>. Click on "On-Line Service Requests" and "P-Card Service Requests." If this new service interests you and you have questions, contact Peter Turping of LMIT Business Management at 376-6181 or Susan Bechtol, LMIT Contracts Management, at 373-1052. Lockheed Martin accepts P-Cards for video, photography, graphics and communications services, but at this time they are not included in the online system. ■



LMIT's new online service request system simplifies the process of buying and paying for low-dollar-cost information technology services.